



The Commonwealth of Massachusetts  
EXECUTIVE OFFICE OF PUBLIC SAFETY AND SECURITY  
**STATE 911 DEPARTMENT**  
1380 Bay Street, Building C ~ Taunton, MA 02780-1088  
Tel: 508-828-2911 ~ TTY: 508-828-4572 ~ Fax: 508-828-2585  
[www.mass.gov/e911](http://www.mass.gov/e911)



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Executive Director

COMMONWEALTH OF MASSACHUSETTS E-911 VOIP POSITIONING CENTER (VPC)/VOIP SERVICE  
PROVIDER (VSP) READINESS AND TEST PROCEDURE  
UPDATED 2/25/09

**Readiness Initiatives:**

The VPC/VSP shall:

- Forward all pertinent information requested on the VSP information request form to the Massachusetts State 911 Department either by FAX at 508-828-2585 or e-mail [John.Dipesa@state.ma.us](mailto:John.Dipesa@state.ma.us)
- Contact the State 911 Department to arrange system testing. This step shall occur prior to PSAP testing.
- Verify the dedicated primary and secondary (TOPS trunk group if applicable) SS7 E-911 trunk facilities are in service.
- Verify call routing translations are accurate and complete.
- Verify the E-911 ALI database has been loaded and is up to date.

**“System” Test Initiatives:**

The VPC/VSP shall:

- Coordinate date and time for testing to the Westboro Training PSAP with the State 911 Department contact
- Provision four telephone numbers with individual addresses for ALI display using ESN 979.
- Coordinate necessary resources including State 911 Department, Verizon (as Massachusetts 9-1-1 Service Provider) and any other stakeholders to be on a conference call during “System” testing
- Complete the following tests;
  - o Complete a successful call to the Westboro Training PSAP through each of the selective routers
  - o Complete a transfer through each mated tandem pair to a local PSAP
  - o Place three simultaneous calls through each of the two mated selective router paths
  - o Complete a TTY test call through each mated tandem pair
  - o Complete a Default call and verify call completion
- Upon successful completion of test calls, State 911 Department will authorize testing with local PSAPs as outlined in the “PSAP Test Initiatives” section below. Testing with local PSAPs may commence on the business day following successful system testing.
- This procedure shall be required for any new VPC or VSP prior to activation of “I2” services or testing with any PSAP in Massachusetts. In the event a VSP is using facilities and ESQK ranges previously tested under this process, the State 911 Department may waive the local PSAP testing initiatives.

## PSAP Test Initiatives:

### The VPC/VSP shall:

- The VPC/VSP shall contact the PSAP via their business line and ask permission to make the test calls through the E9-1-1 system. If permission is granted, one test call will be sent at a time into the E9-1-1 lines.
- Initiate and successfully complete a minimum of three test calls into a designated PSAP. These calls will be made between 8 AM and 4 PM EST Monday through Friday.
- When the PSAP receives a VoIP test call, the test caller shall identify themselves as a VoIP test caller and will ask that the following information be **verified** by the telecommunicator:
  - What PSAP has been reached?
  - What is the call takers name or agent ID?
  - Was information received on the ALI displays?
  - Did all information populate into the correct fields? (See sample below)

Upon completion of the VoIP test calls program, the VSP will contact the State 911 Department for final approval to begin sending true 9-1-1 calls from subscribers within your community.

**The example below demonstrates how the ALI screen information should be appearing.**

```
201
VOIP      15:58      10/12
(732) 333-1666      COID=
SUBSCRIBER NAME
      45
      MAIN ST

WESTBOROUGH MA
COID=VNAGE
ESN= XXX   MTN:XXX-211-XXXX
LAT:+042.262526   LAT:-071.624293
ELV:+0000   COF:0      COP:000

VERIFY PD
VERIFY FD
VERIFY EMS
```